

OFFICE OF THE GENERAL COUNSEL
Division of Operations-Management

MEMORANDUM OM 96-79

November 5, 1996

TO: All Regional Directors, Officers-in-Charge,
and Resident Offices

FROM: B. Allan Benson, Acting Associate General Counsel

SUBJECT: Tracing Service for Missing Discriminatees

The Agency recently issued a new purchase order to Transunion Credit Information Co. for the purpose of locating addresses for missing discriminatees during Fiscal Year 1997.

Transunion's procedures remain the same. Thus, if we provide an individual's name and social security number, Transunion will search its computer data base and provide an address if one is available. No other information will be provided. The cost under the new purchase order is \$2.40 for each address provided and \$.50 for each search which does not yield an address.

For security purposes, Transunion asks that requests for tracing be sent on the Region's letterhead. The requests should also reflect the name and phone number of a contact person in the Region, and the Region's customer code number. See attached listing of code numbers. Requests may be mailed to Transunion at 1390 Willow Pass Road, Suite 620, Concord, California 94520, or, preferably, faxed to 888-217-8928. Telephonic requests for tracing will not be accepted. However, customer service inquiries may be directed to Monica Freasier at 800-689-1912, extension 110.

In the past, Regions have been required to obtain advance approval from Operations-Management for use of this service. Based on our experience, we believe it is appropriate to delegate the use of Transunion to the Regions for any requests involving 50 or less individuals. For requests involving more than 50 individuals,

authorization should be sought from your AGC. We will monitor our experience with this delegation and make further adjustments as warranted.

Since Transunion bills us centrally for their services, Regions do not have to enter ROBS obligations for this service. However, you are asked to please notify Deputy to the Assistant General Counsel Dana Hesse in Operations-Management by E-mail when you have ordered a search, and indicate the number of people sought. No other information is needed. This notification will assist us in reviewing and validating the monthly bill.

As noted in prior memoranda, the availability of this tracing service does not relieve Regions of their responsibility to maintain updated information on the whereabouts of discriminatees. In addition, Regions should continue to use any readily available cost-free sources (e.g., motor vehicle departments) before utilizing Transunion.

If you have any questions about this service, please feel free to contact Deputy to the Assistant General Counsel Dana Hesse or your Assistant General Counsel.

B.A.B.

Attachment

cc: Supervisory Compliance Officers and Compliance Officers
Office Managers

MEMORANDUM OM 96-79

<u>Region</u>	<u>Code</u>
1	V2200018
2	V2200019
3	V2200020
4	V2200021
5	V2200022
6	V2200023
7	V2200024
8	V2200025
9	V2200026
10	V2200027
11	V2200028
12	V2200029
13	V2200003
14	V2200030
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32	V2200047
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34	V2200049